

Hours Not Worked Emergency Medical Services



KPI Owner: Jordan Mudd

Process: Staffing Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2013 = 3,308 monthly average (7%) Goal: Maintain the hours not worked to at least 3.5% per month. Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Implement Six Sigma injury project recommendations. Improve management of FMLA to be more proactive.

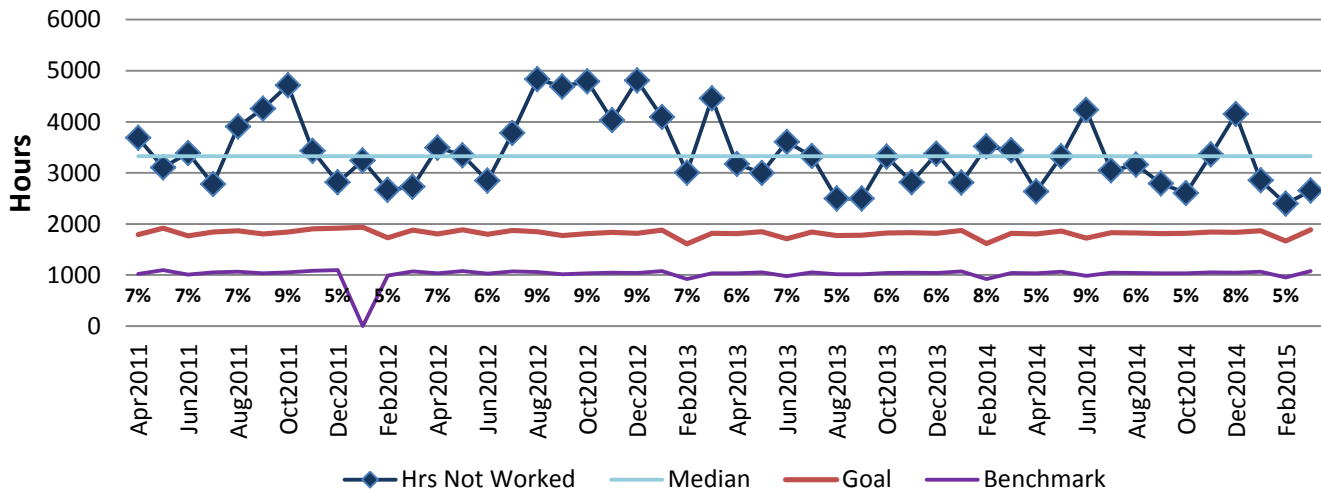
How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
21,778	37,204		1,888	2,651	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Apr2014-Mar2015 Pareto Analysis

